

## “What Works”: iNetwork Innovation Awards 2015

<b>Title</b>	<b>ILINKS Informatics Transformation Programme</b>
<b>Organisation(s)</b>	<b>North Mersey Health and social Care Economy</b>
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<b>Date</b>	09/10/2015
<b>Service area<sup>1</sup></b>	1577. Open data publication, 826. Data Protection
<b>Tags</b>	EISS, data sharing, health and social care, information governance

### Description of project

Citizens across Merseyside experience some of the poorest health outcomes in the UK, with the life expectancy of a child born in Liverpool 10 years shorter than in some parts of the country.

The iLINKS Transformation Programme was born of a belief that collaboration coupled with technology can make a real difference. The implementation of integrated health and social care records are a key priority for health and social care organisations both locally and nationally.

Locally, the Healthy Liverpool Programme and Shaping Sefton Programme both recognise integrated electronic health and social care records as a significant priority to transforming community and hospital based services. The North Mersey iLINKS Programme will enable this, providing all local health and social care practitioners to care for individuals with access to the information they need, over and above that held in their employing organisation.



To date, 6.5 million patient records have been passed beyond the walls of patients’ GP practices and into the hands of partners in providing care. This has been achieved using state of the art integration techniques and ground-breaking levels of political maturity.

### What makes this initiative remarkable?

Over the past 12 months, a significant amount of consultation and work spanning 164 stakeholder organisations has been undertaken to develop a pioneering framework that has handled over 6.5 million

<sup>1</sup> Based on the Local Government Service List.  
<http://standards.esd.org.uk/?uri=list%2FEnglishAndWelshServices&tab=downloads>

electronic records to date.

The framework is built on firm information governance principles

- Role/Service Based Access – Access determined by staff role, service profile, setting
- Consent and Opt Out – Patients are asked for consent and will always hold the right to opt out
- Public Engagement – Patients and members of the public have been actively involved to inform the approach to data sharing
- Clinical leadership – I LINKS has been clinically led since it's inception
- Audit – access to data is only provided to those who have a proven need
- Staff Training – all staff undertake mandatory training

Access is proportionate, relevant and necessary to where it is being used, why it is being used and will never be more than what is needed for a patient's individual needs.

A leading model of best practice IG ensures that agreements, privacy impact assessments and other legal requirements are met. Additional safeguards are provided by local policies and procedures of employer organisations.

### **What has the project achieved?**

A million patient records were shared between 2008 and 2014. In the last 12 months, that accelerated to 5.5 million patient records.

Barriers have been broken down to allow quick, easy access to patient records, allowing clinicians to access the information they need, when they need it.

- 70 services are benefiting from shared information including A&E, AMU, Community and specialist services. This includes the Liverpool Diabetes Partnership, which demonstrates how three providers are working together providing integrated, community services to patients
- Improved data sharing means there is no longer any need for patients to provide the same information to multiple professionals. Clinicians are able to access patient records outside of the setting they were recorded in at the touch of a button.
- Patients are actively involved in shared decision making about their care, supporting them to take better control of their health and wellbeing.

Through clinical leadership and consensus that the model is both safe and highly effective, iLinks has become both a success and critical component of future health and social care services in Merseyside and beyond.

Video case study:

<http://devolution.i-network.org.uk/effective-information-sharing-security-award-finalist-videos/>

Links:

<http://www.imerseyside.nhs.uk/AboutUs/>

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